

## Security Administrator Information Packet for ERS OnLine

Dear Security Administrator:

You have been identified as the Security Administrator who will manage the ERS OnLine User IDs needed for your agency. This role serves as the single point of contact for new User IDs, managing those User IDs at the agency level and assigning access to appropriate employees whose roles require them to view/update other employees' records.

This document contains information vital to using the ERS OnLine system. You will need to assign User IDs to appropriate staff so they are able to assist employees and process employee updates. This role is the "Benefits Coordinator".

There are two role types for the Benefits Coordinators:

User IDs beginning with "BC" have both inquiry and update access;

User IDs beginning with "BCINQ" have inquiry only access.

**Due to the difference in access, it is important to assign the appropriate User ID to the appropriate person.**

Your Security Administrator access allows you to reset passwords for Benefits Coordinator User IDs. However, in the event an account becomes locked, you are required to submit an account unlock request via email to the Business Integration Team (BIT). Please make sure to include the BC User ID in your request. **BIT will not accept any requests from a person that is not a Security Administrator and will direct them to contact their Security Administrator for assistance.**

You are **NOT** authorized to change or reset individual member (*employee*) passwords. If a member (*employee*) needs to have their password reset, the member (*employee*) can do so through ERS OnLine or by contacting the ERS Contact Center at 1-877-275-4377.

As a security requirement, all passwords will expire after 90 days. The password must be a minimum of 9 characters and contain three of the following four:

- Upper Case
- Lower Case
- Number
- Special Character

It is imperative you, as Security Administrator, and the Benefits Coordinators keep your User IDs and passwords confidential. When a Benefits Coordinator or Security Administrator leaves the agency, you will need to notify BIT.

If you find that you need additional User IDs, please complete the Benefit Coordinator template and send the request to BIT at [BIT@ers.state.tx.us](mailto:BIT@ers.state.tx.us).

## **GENERAL INFORMATON**

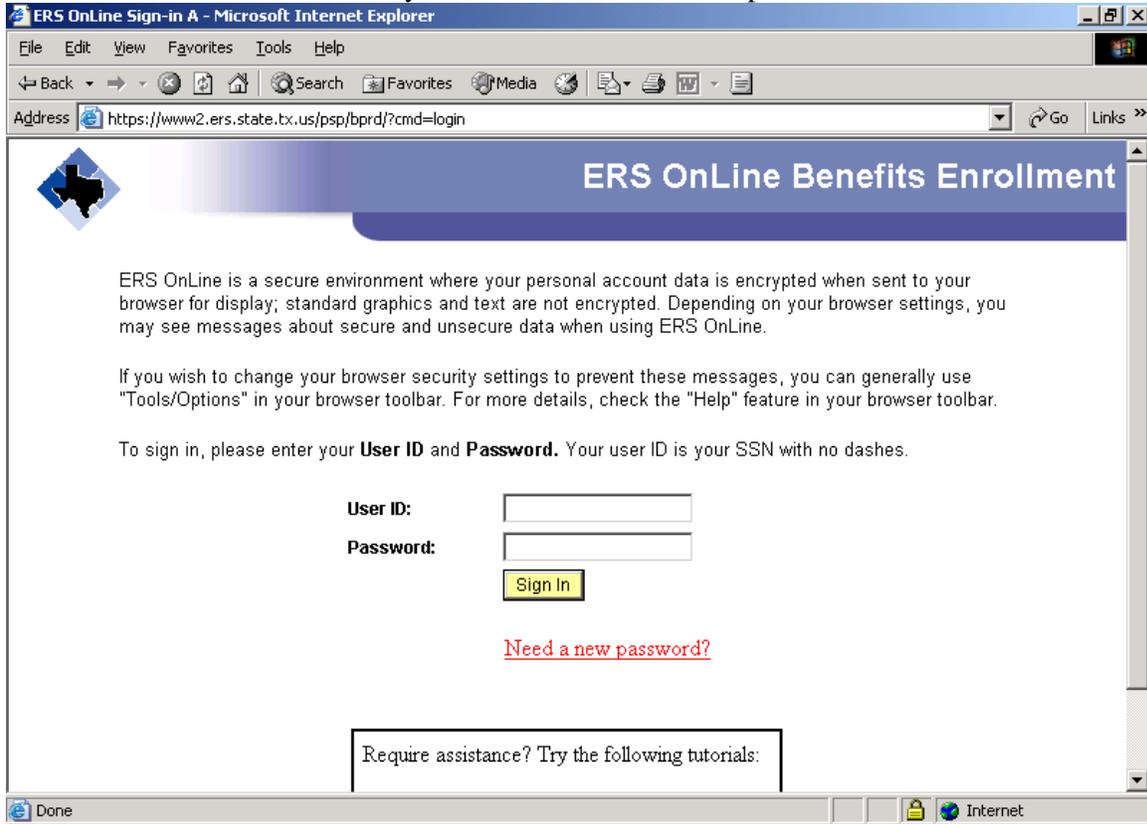
- Enrollments and changes effective 9/1/2001 and later will no longer be entered into the IEBS system.
- ERS OnLine is the enrollment management system for all enrollments and changes beginning 9/1/2001.
- ERS OnLine requires no special equipment. It is accessed through an Internet browser.
- Because this new system is accessible to everyone, ERS will no longer accept multi-purpose forms for data entry. Each agency will be responsible for entering enrollments and changes to the system.
- Please complete a Security Administration Contact Information Sheet if you have not done so already. Completed forms can be scanned and emailed to ERS at BIT@ers.state.tx.us. This will confirm the Security Administrator for your agency for managing ERS OnLine access. Also, please make sure to send an updated version of this contact form if there are any changes to the Security Administrator position.
- The Security Administrator should carefully read the enclosed recommended procedures.
- Any questions should be directed to BIT by email at BIT@ers.state.tx.us.

## **RECOMMENDED SECURITY PROCEDURES FOR ERS OnLine**

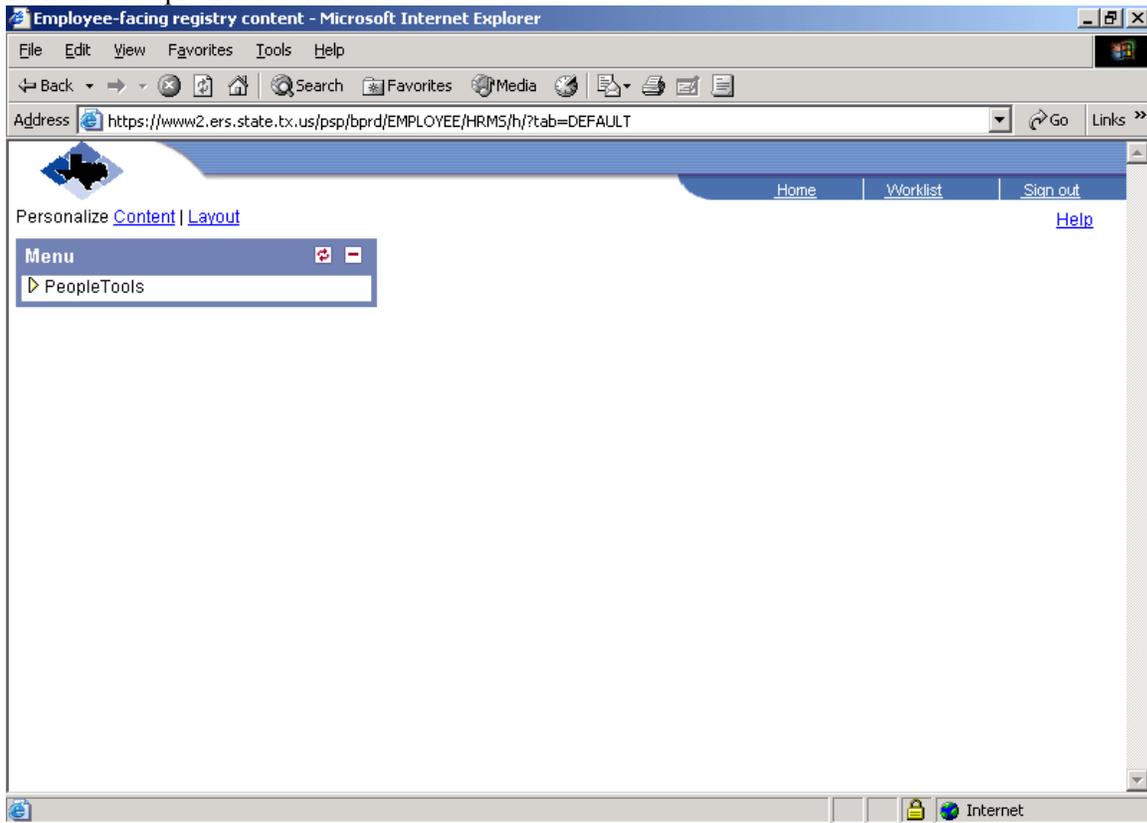
- Assign a backup Security Administrator to act in your absence to avoid delay in maintenance of User IDs.
- Require Benefits Coordinators to sign a confidentiality agreement.
- Provide procedures to Benefits Coordinators in writing, in keeping with your agency security standards.
- Maintain an independent record of User IDs, assignments and password changes.
- When a Benefits Coordinator leaves the agency, change the password for their assigned User ID immediately, and notify ERS at BIT@ers.state.tx.us
- Notify the BIT if there is a change in the Security Administrator position.
- Remind employees of standard password and User ID protection (no names, no date of birth, no post-it notes, etc.).

# Using ERS OnLine

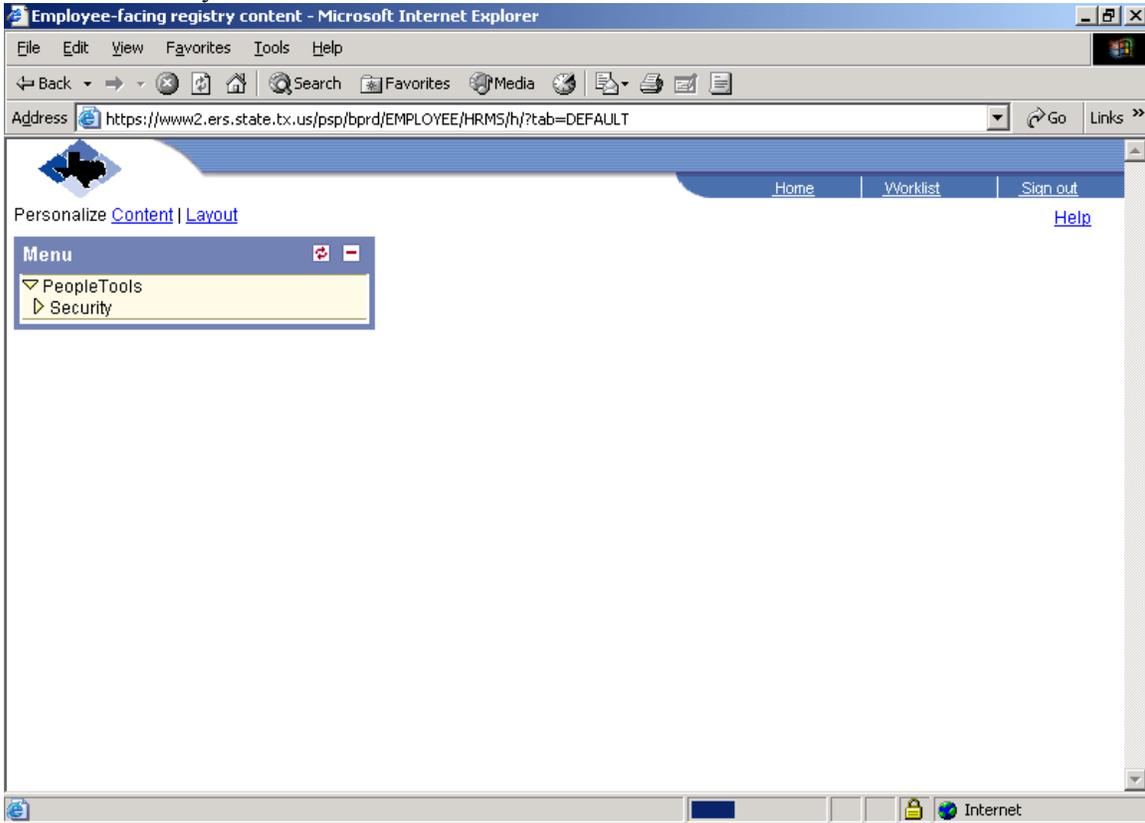
1. Sign on to ERS OnLine with a Security Administrator User ID and password.



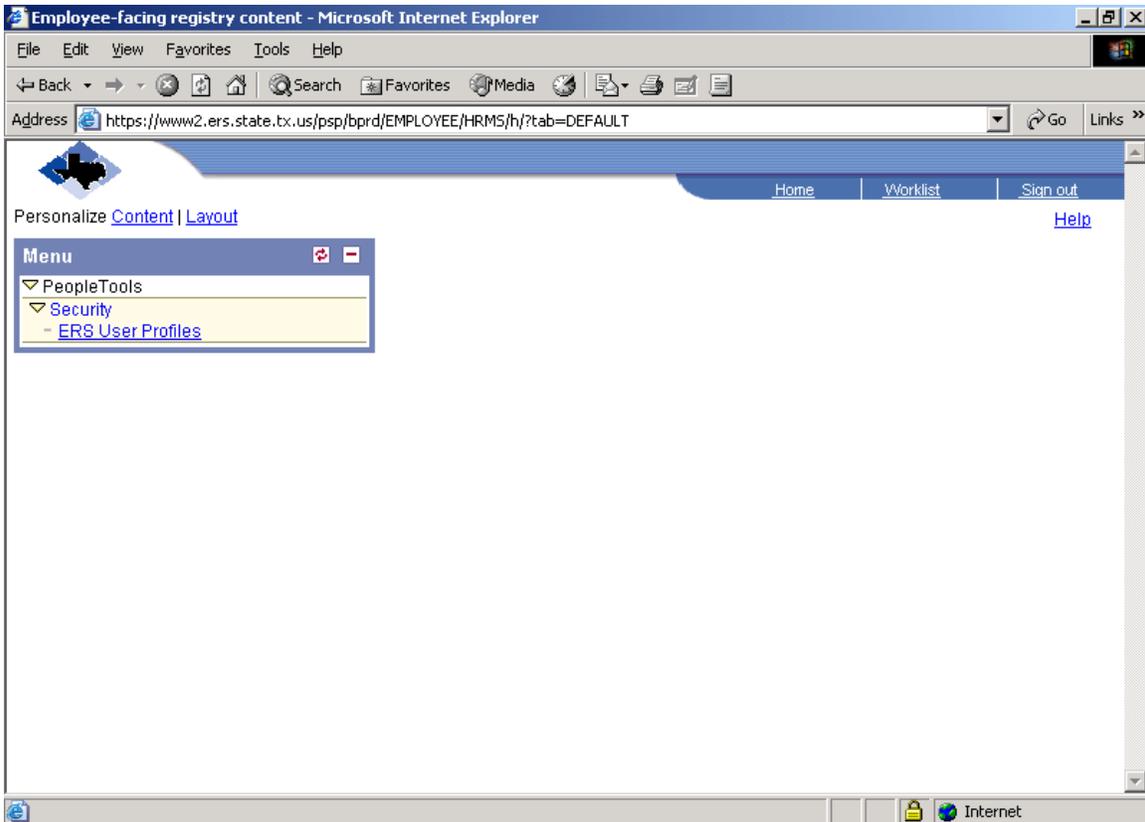
2. Click on the "People Tools" link.



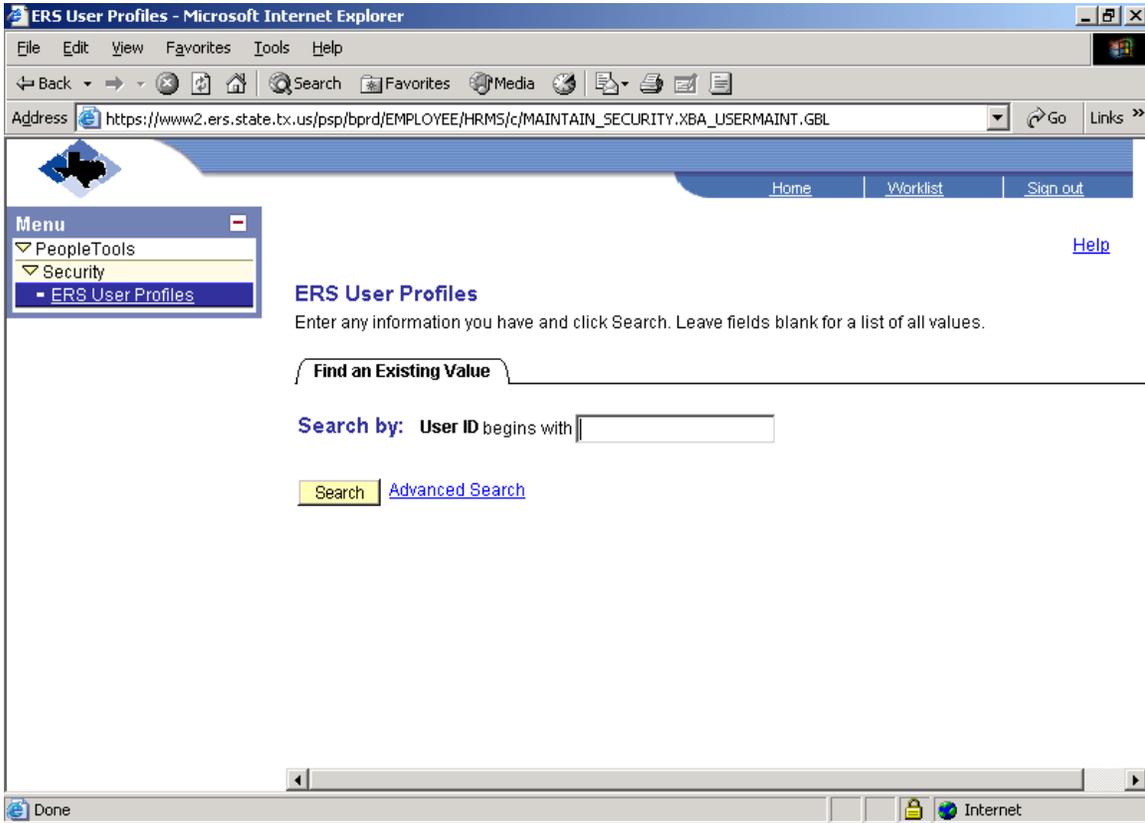
3. Click on the “Security” link.



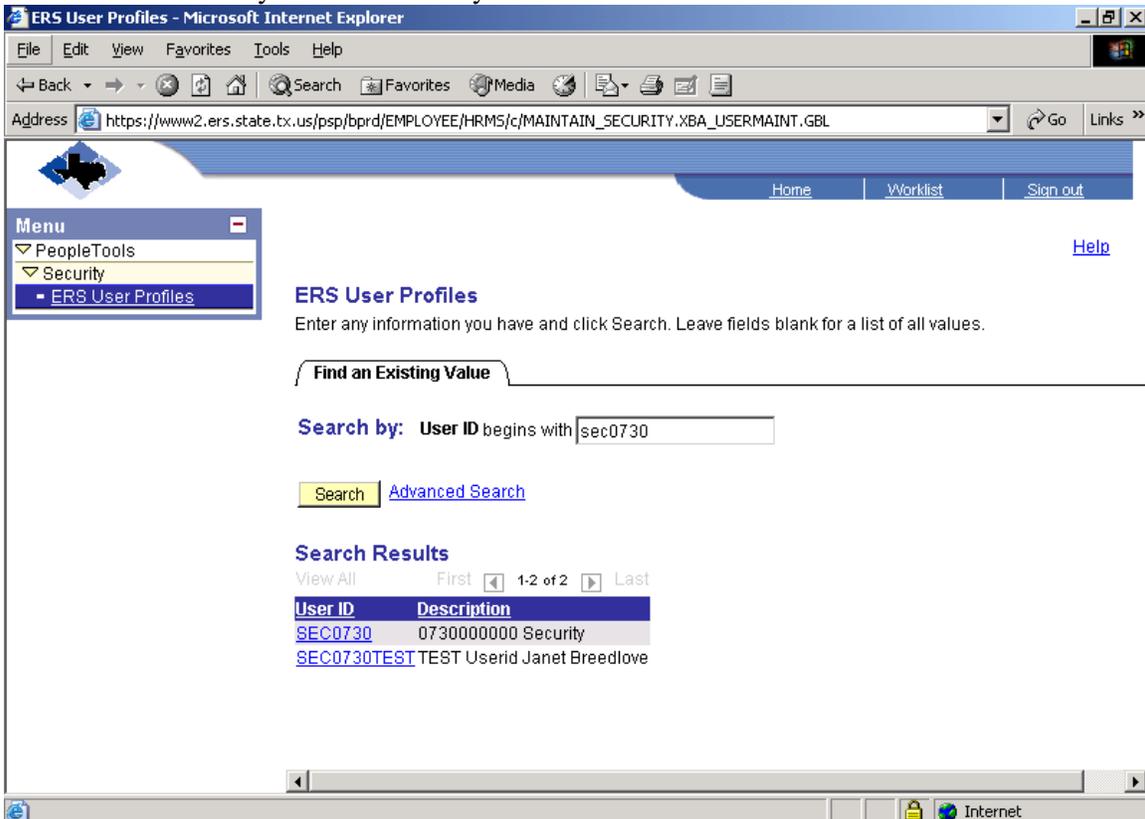
4. Click on “ERS User Profiles” link.



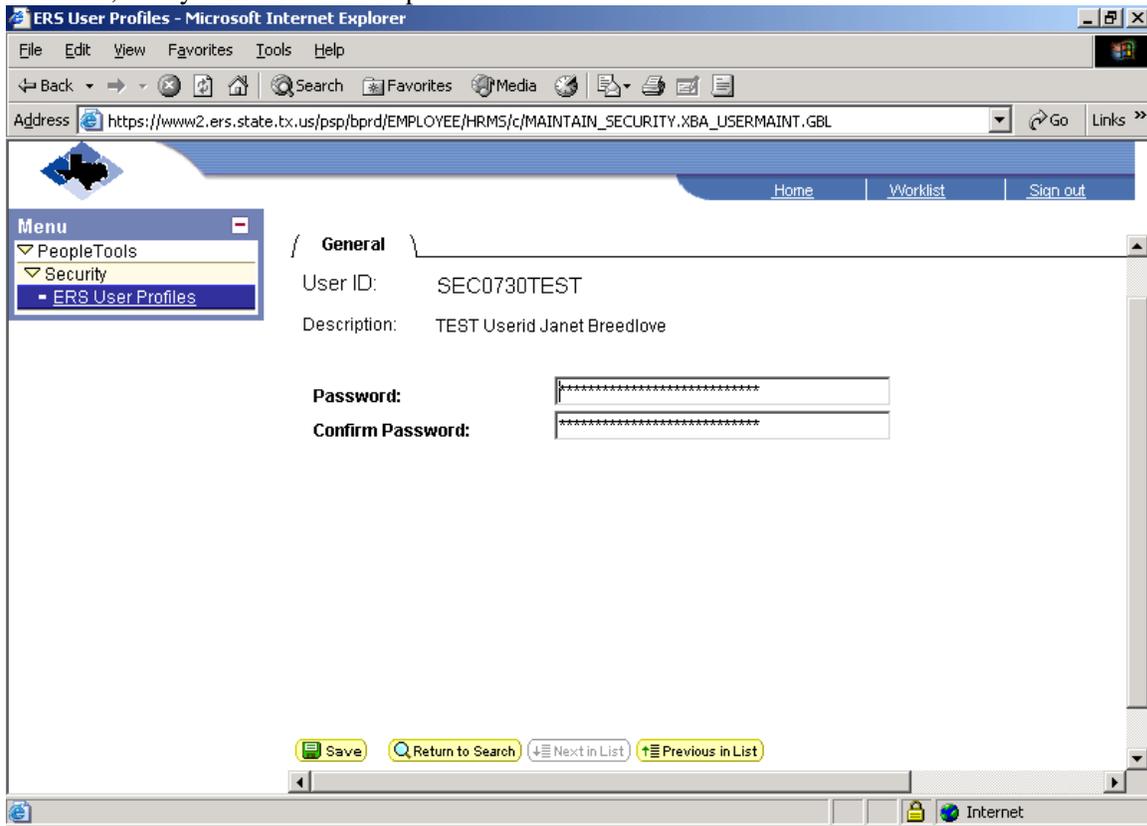
5. Type the User ID in the blank box and click “Search”.



6. Click on the User ID that you want to modify.



7. Type in the new password in the two boxes labeled “Password” and “Confirm Password”. Please remember, the security requirement for all passwords. It must be a minimum of 9 characters and must contain at least 3 of the following: upper case, lower case, number, special character. Additionally, you may not use any of your last 6 passwords and your User ID cannot be part of your password. If a password does not meet these requirements, the system will not accept it.



8. Click the “Save” button near the bottom of the screen when you have entered the new passwords in both places. The password has now been changed. You may now sign out by clicking on the “Sign Out” link or search for another operator by clicking “Return to Search” button.

**Please contact the Business Integration Team (BIT) by email at [BIT@ers.state.tx.us](mailto:BIT@ers.state.tx.us) if you need any assistance.**